

2210 Core Competency Definitions

Competency	Definition	Category
Capacity Management	Knowledge of the principles and methods for monitoring, estimating, or reporting actual performance or the performance capability of information systems or components.	Technical Skills
Configuration Management	Knowledge of the principles and methods for planning or managing the implementation, update, or integration of information systems components.	Technical Skills
Cost-Benefit Analysis	Knowledge of the principles and methods of cost-benefit analysis, including the time value of money, present value concepts, and quantifying tangible and intangible benefits.	Technical Skills
Encryption	Knowledge of procedures, tools, and applications used to keep data or information secure, including public key infrastructure, point-to-point encryption, and smart cards.	Technical Skills
Hardware	Knowledge of specifications, uses, and types of computer or computer-related equipment.	Technical Skills
Information Assurance	Knowledge of methods and procedures to protect information systems and data by ensuring their availability, authentication, confidentiality, and integrity.	Technical Skills
Information Resources Strategy and Planning	Knowledge of the principles, methods, and techniques of information technology (IT) assessment, planning, management, monitoring, and evaluation, such as IT baseline assessment, interagency functional analysis, contingency planning, and disaster recovery.	Technical Skills

Information Systems/Network Security	Knowledge of methods, tools, and procedures, including development of information security plans, to prevent information systems vulnerabilities, and provide or restore security of information systems and network services.	Technical Skills
Knowledge Management	Knowledge of the value of collected information and the methods of sharing that information throughout an organization.	Technical Skills
Leadership	Influences, motivates, and challenges others; adapts leadership styles to a variety of situations.	Supervisory Effectiveness
Managing Human Resources	Plans, distributes, coordinates, and monitors work assignments of others; evaluates work performance and provides feedback to others on their performance; ensures that staff are appropriately selected, utilized, and developed, and that they are treated in a fair and equitable manner.	Supervisory Effectiveness
Multimedia Technologies	Knowledge of the principles, methods, tools, and techniques of developing or applying technology using text, audio, graphics, or other media.	Technical Skills
Operating Systems	Knowledge of computer network, desktop, and mainframe operating systems and their applications.	Technical Skills
Oral Communication	Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.	Task Execution

Organizational Awareness	Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.	Organizational Effectiveness
Organizational Development	Knowledge of the principles of organizational development and change management theories, and their applications.	Organizational Effectiveness
Problem Solving	Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.	Task Execution
Process Control	Knowledge of the principles, methods, and procedures used for the automated control of a process, including the design, development, and maintenance of associated software, hardware, and systems.	Technical Skills
Project Management	Knowledge of the principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, and contractor performance.	Technical Skills
Quality Assurance	Knowledge of the principles, methods, and tools of quality assurance and quality control used to ensure a product fulfills functional requirements and standards.	Technical Skills
Requirements Analysis	Knowledge of the principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; includes translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches.	Technical Skills

Risk Management	Knowledge of methods and tools used for risk assessment and mitigation of risk.	Technical Skills
Standards	Knowledge of standards that either are compliant with or derived from established standards or guidelines.	Technical Skills
System Testing and Evaluation	Knowledge of the principles, methods, and tools for analyzing and developing systems test and evaluation procedures and technical characteristics of IT systems, including identifying critical operational issues	Technical Skills
System Life Cycle	Knowledge of the principles, methods, and procedures for installing, integrating, and optimizing information systems components.	Technical Skills
Technical Competence	Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluated technical information related to the job; advises others on technical issues.	Task Execution
Technical Documentation	Knowledge of procedures for developing technical and operational support documentation.	Technical Skills
Technology Application	Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.	Technical Skills
Technology Awareness	Knowledge of developments and new applications of information technology (hardware, software, telecommunications), emerging technologies and their applications to business processes, and applications and implementation of information systems to meet organizational requirements.	Technical Skills

Web Technology	Knowledge of the principles and methods of web technologies, tools, and delivery systems, including web security, privacy policy practices, and user interface issues.	Technical Skills
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